

Questions and Answers for the System Point of Entry Request for Proposals

Contract questions	Answers
1. What are some descriptions of “work samples of previous projects” that may be submitted as part of the proposal?	Descriptions of “work samples of previous projects of past activities may relate to SPOE services, Case Management Services or similar projects
2. The RFP states that the initial contract will be for a period of 9 months and that it may renewed for period of up to 36 months total. How many year’s budget do you want submitted and in what form? Would you prefer an initial budget running from October 1- June 30 and then additional budgets running from July 1, 2006 – June 30, 2007; July 1, 2007 – June 30, 2008; and July 1, 2008 – September 30, 2008?	The proposer must submit a budget for nine (9) months for the 1 st year. Please refer to Letter E Term of Contract on page 19 and ATTACHMENT B- DHH Contract Budget Form on page 41 of the RFP for additional information.
3. If a current SPOE is awarded the contract, may they remain in the same location if expansion is available to accommodate increased staff?	The current SPOE if awarded may remain in the same location if expansion is available to accommodate increased staff.
4. pg. 8: the word must in the statement about multidisciplinary team being available, will the use of the matrix be acceptable; define the multi team who? and number of people? Is the intake coordinator a member of the team?	<p>The use of the matrix is acceptable when determining the multidisciplinary team.</p> <p>The multidisciplinary team members are the Intake Coordinator, FSC, parent and the appropriate service provider for child needs. Because the team is individualized, the number of people may differ depending on the needs of the child.</p>
5. Is there a case management component? Secondly, we provide primary care, is this included in the RFP?	Service Coordination under Part C is similar to Case Management. Please review entire RFP for Service Coordination duties. Primary care is not included in this RFP.

Personnel Questions	Answers
6. The RFP indicates the number of professional staff recommended for each SPOE. Should the bid also include data entry/secretary personnel. If so, how many would be recommended for Region 1?	The proposal should include other staff that the proposer feels would assist with the operations of the SPOE to include data entry/secretary support. At a minimal, the SPOE should have support to help with operations the proposer should include the amount they feel needed. Please refer to Letter D Personnel Qualifications and Other Resources on page 22 of the RFP for additional information.
7. What is the expected salary of an Intake Coordinator Specialist? 8. What is the expected salary of an E.I. consultant?	The salary of the Intake Coordinator/E.I. consultant will depend upon the experience of the candidates and the amount the negotiated. The proposal should consider the cost of all positions when determining the overall budget proposed.
9. Will the E.I. consultant also be working with FSCs in the development of annual IFSPs?	The E.I. consultant will work directly with the SPOE with eligibility and initial IFSPs. They may assist the FSC on a limited basis with annual IFSP.
10. Does the EIC attend all eligibility and IFSP meetings are only as needed? 11. Does the EIC travel to meetings or is work done by report?	The E.I. consultant assists the SPOE, as needed, to interpret and synthesize information for eligibility determination and IFSP development. This may be by review of records/information prior to the meeting or attending meetings. However, the E.I. consultant must attend all eligibility determination meetings for children evaluated for Informed Clinical Opinion.
12. Does the EIC travel to Annual IFSPs with the FSC?	The E.I. consultant is a consultant to the IFSP teams to provide assistance, as needed, in the development of intervention strategies and services.
13. Who provides the supervision for the E.I. consultant?	The supervision for the E.I. consultant is provided by the agency.
14. pg. 11: EIC Masters Degree and EI certification can this be Non-Categorical certification? Can the experience be Birth to 5? Can the	The revised personnel qualifications will be outlined in the Louisiana State Application.

<p>Master's degree be n Special Education with non-cat certification? Can experience for the EIC be as an IC coordinator with the SPOE?</p> <p>15. pg. 11: Will an intake coordinator with a degree in Sociology with 10 years experience as a FSC and FSC supervisor and 2 years with the SPOE as Intake qualify as an IC?</p> <p>16. Can a current System Point of Entry (Intake Service Coordinator) with a Bachelors Degree qualify under the new RFP?</p>	
<p>17. pg. 16: Explain IESP further??? Supervise the IC on a daily basis for 3 months, explain? Why? And for Who?</p>	<p>Individual Employee Supervision Plan (IESP) is designed to follow Medicaid policies and procedures for new employees to ensure that the supervisor is accountable for all activities of the employees supervised. Supervision of a new Intake Coordinator on a daily basis for 3 months is to identify areas on which to focus training and supervision.</p>

Nurse Consultant Questions**Answers**

<p>18. Will the current OPH Nurse Consultant be available to the SPOE 4 hours per week?</p> <p>19. The RFP state that contractors may utilize the services of the regional nurse liaison to act as nurse consultant. In this instance, should the SPOE budget funds to pay for this time or will these duties be part of the liaison's existing compensation through OPH?</p> <p>20. The RFP states that the SPOE is required to have services of a Nurse Consultant 16 hours per month. It further states that this nurse consultant must possess a bachelor's degree in Nursing.</p> <p>21. Currently, OPH staff (specifically a PHN 5 from the local parish health unit) provide these consultation services to the SPOE. Will OPH continue to provide this service or will the SPOE be required to provide their own nurse consultant?</p>	<p>Applicants will not be required to submit the name and credentials of a liaison nurse in the RFP application. OPH will provide each SPOE with a public health nurse, experienced in working with children with special health care needs and trained in EarlySteps. This nurse will provide 16 hours of consultation per month to the SPOE.</p>
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Referral Questions	Answers
<p>22. pg. 10: Personnel: Data information 909 referrals for the year in region, 900 referrals generates one EIC and 9 more referrals generated 2 EIC for region 4 is that necessary? Can we use that FTE for an additional intake coordinator? Can the supervisor of the ICs also be the EIC? Can the director of the grant also be the supervisor?</p>	<p>The proposer should follow the recommended estimated number of IC/ E.I. consultants. The E.I. consultant is based on average number referrals of 900.</p>
<p>23. What if in any given month there are not enough referrals for the minimum caseload? Does that Intake Coordinator only work Part time that month or do they stay Full time? This question is only asked because of the original wording.</p>	<p>If referrals are less than projected, the State will work with the agency to monitor the caseloads of the IC to determine staffing levels.</p>
<p>24. What happens when an IC has more than 50 active cases in a month? Was geography factored into this number? The regions 4 and 5 are large rural areas and require lots of travel, as much as 1.5 hours to some locations this may pose a problem with maintaining 45 days timelines with the current recommended number of 50 and only 3 IC for the region. Even with eligibility changes at least one visit will be required to determine if the child will continue through the process.</p>	<p>All children referred will not be eligible for services, therefore, caseloads will vary. All factors were considered when determining IC caseloads.</p>

Training Questions	Answers
25. Will supervisor training be provided by OPH?	Training will be provided for all as related to requirements of the SPOE. This training will include both ICs and IC supervisors. Additional supervisor training will be the responsibility of the agency.
26. If not, will supervisor training be paid by OPH?	
27. If not, will supervisor training be paid by OPH?	Additional supervisor training will be the responsibility of the agency.
28. Will training modules begin soon enough with available slots for new staff to be trained including software training?	Training modules will begin as soon as possible. Additional software training will be provided to the SPOEs.

Equipment Questions	Answers
29. Does the equipment from the discontinued SPOEs/transfer to the company awarded the contract if warranted by increased staff?	For SPOEs who are currently in operation, and do not receive the new award, the State will determine where the equipment will be transferred.
30. pg. 9: Will we continue to use the child computer?	The child computer will continue to be utilized.

Billing Questions**Answers**

31. pg. 20: 45 calendar days to pay invoices after received and reviewed by EarlySteps any reason why this has increased from 20 days in the previous contract?	Payments of accurate invoices may take up to 20 days to process. SPOEs are encouraged to submit accurate invoices according to the deliverables agreed upon in the contract to prevent any payment delays which may take up to 45 days.
32. pg. 34: Contractor status: will DHH funds pay for all those items listed: FICA, employee benefits workers comp, etc?	DHH funds will pay for FICA, FUTA/SUTA, and health insurance cost. DHH will cover workers comp under Operating Services and is not consider related benefits. Life insurance is not allowable related benefit.
33. Attachment E: Performance indicator 3 and 4 how will we determine average cost of services.	The Office of Public Health internally will develop procedures to determine average cost of services.